



Please see below for the most frequently ask questions in regards to the **Townships trash collection.**

Q: How long have we had a contract with this trash company?

A: The contract with the trash company started May 2022. New carts were dropped off to residents by the trash company starting September 2022. Trash collection with the new company started December 2022.

Q: Why did I never get information regarding this change?

A : We made several efforts to communicate the changes regarding the new contract, the introduction of new trash carts, and other important information. Notices were distributed along with the new carts. Information was also delivered in the last quarter's water and sewer billing in 2022 and the first quarter water and sewer billing in 2023. These communications outlined the details regarding the Township insignia carts, collection policies, and guidelines for additional trash and bulk collections.

Q: When does trash get collected?

A: Trash collection occurs once a week, with specific days assigned based on your location within the Township. Collection occurs on Tuesday, Wednesday, or Thursday, and residents are asked to have their carts at the curb by 6:00 AM. If a cart is not out in time, the trash company may not be able to return to collect it later, though we can request it.

Q: Why can't I use my own personal cart? It has the same bar as the one that was provided by the town.

A: Per the contract only **Township-issued** carts bearing the official insignia are to be collected. The carts provided by Burlington Township are considered **Township property**, not the residents. This ensures uniformity in service and allows us to maintain and replace carts, such as providing new wheels or lids at no additional cost, or even a new cart if necessary.

Q: Why does the trash company leave my excess trash?

A: The contract stipulates that the trash company is only authorized to collect the contents of the **Township-issued** trash carts. Any trash placed outside the cart, on top of it, or in a manner that prevents the lid from closing will not be collected.



Q: What are my options for additional trash?

A: You may utilize the towns compost site at 902 Lake Ave. You can save the trash in your personal cart and transfer to your Township cart for your next collection. You can put in a request to rent an additional trash cart.

Q: How much is an additional trash cart?

A: \$150.00 **annually**. It gets broken down into \$37.50 per quarter and added onto your water and sewer billing. You are welcome to cancel the additional cart at any time and payments will stop.

Q: Why do I have to pay annually for an additional trash cart?

A: The trash carts are **Township property**. You are paying for each year you rent the cart, for the service to pick up an additional cart, disposal of additional trash, and for the maintenance of that cart.

Q: The trash company was picking up my personal cart and now they are not. What changed?

A: While the contract has remained consistent, the collection of personal carts was never included in the agreement. Since March 2023, residents have had the option to rent an additional **Township-issued** cart. The trash company utilizes video cameras to ensure compliance with the contract's provisions.

Q: What should I do with items that are too big to fit inside my trash cart?

A: You will call the Public Works office to schedule a collection with pre-selected dates. Every other Thursday the trash company collects bulk items that are too big to fit in side of your trash cart. Your coordinating Thursday is based off of your home's location in the town. The Public Works Department offers metal or wood collection on alternating Fridays regardless of homes location in the town.

If you have any questions, please feel free to contact us at the Public Works Office.

Phone: 609-239-5909

Email: publicworks@twp.burlington.nj.us